

Sample Statement of Work

Government of Bermuda



DEPARTMENT
[Project Name]

SAMPLE

Prepared by:

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1. Introduction

1.1. Document Purpose

- 1.1.1. This document describes the scope, deliverables, responsibilities and financial considerations for the DEPARTMENT Time Recording and Management System (TRAMS) development project.
- 1.1.2. It provides the baseline for the project and, once approved, forms part of the Systems Development Contract between the Bermuda Government (DEPARTMENT) and [Vendor Name].

1.2. Intended Audience

- 1.2.1. The intended audience is contract authorities and project managers from both parties, [Vendor Name] , designers and developers and DEPARTMENT user acceptance testers.

2. High Level Project Plan

- 2.1.1. A high level project plan, showing the phases of work and associated payment milestones, is included at appendix A.

3. Applicable Charges

3.1. Payment Schedule

Date	Deliverable	\$ Amount Due
06-Dec-04	Statement of Work	\$
03-Jan-05	Detailed Requirements Document	\$
02-Feb-05	Design Document	\$
03-Mar-05	Application & Documentation	\$
09-Mar-05	Training & Live System	\$
17-Jan-05	Support Agreement	\$
09-Mar-05	Maintenance & Support	TBD
Total		\$

3.2. Payment Terms

- 3.2.1. Invoices will be issued on acceptance of deliverables. Payment terms are net 60 days.

3.3. Other Costs

- 3.3.1. Labour for out of scope work approved under the Project Change Request procedures will be charged at \$XXX per hour.

4. Scope and Deliverables

4.1. Scope

- 4.1.1. As defined in the “Statement of Requirements for the DEPARTMENT [Project Name] and associated proposal from [Vendor Name], the scope of the project is:
- 4.1.1.1. Administer control information – ability for authorised staff to add, amend, delete (if appropriate) Projects/Activities, Task Types, Departments and Staff. Includes interface with XXX for costing information.
 - 4.1.1.2. Maintain time records – ability for all DEPARTMENT staff to add, amend and delete their own time records and those for whom they supervise, within given reporting periods and from any where on the Government network. Ability for authorised staff to correct (add, amend and delete) time records for any staff member at any time.
 - 4.1.1.3. Time/Cost reporting and analysis – ability for managers to analyse man hours and associated costs by Project/Activity, resource Type, Person and Date Range. Ability for individual staff to see weekly and monthly breakdown of time and cost by Project/Activity and Task Type at both a Departmental summary level and individual level.

4.2. Deliverables

- 4.2.1. Project deliverables are as follows, based on the Work Breakdown Structure and milestones shown in the High Level Project Plan.

1.0 – Statement of Work

Description

Create Statement of Work (SoW) document for the [Project Name].

To create this document [Vendor Name] will meet with DEPARTMENT staff to discuss, review and document changes to the high level business requirements as documented in the "Statement of Requirements for the DEPARTMENT [Project Name]". [Vendor Name] will provide a first draft SoW for review by DEPARTMENT, followed by a final version incorporating all agreed review points.

Costs are fixed throughout this document, subject to any approved change request.

Deliverables/Milestones

Statement of Work document in both electronic and hard copy.

Acceptance Criteria

Statement of Work accurately reflects project requirements and scope.

Statement of Work is acceptable to the Information Technology Office (DEPARTMENT) given the project requirements, project scope, project schedule and cost considerations.

Duration

24 days

Labour

<i>Title</i>	<i>Hours</i>	<i>Rate</i>	<i>Total</i>
Meetings	5	\$100.00	\$500.00
Estimating	5	\$100.00	\$500.00
Documentation	15	\$100.00	\$1,500.00
Proj. Management	5	\$100.00	\$500.00
Totals	35	\$100.00	\$3,000.00

3.0 – Analysis Phase (Refine Requirements)

Description

Define and document system requirements in detail.

To complete this phase [Vendor Name] will meet with DEPARTMENT staff to discuss the business and system requirements in detail. [Vendor Name] will provide a first draft detailed Requirements document for review by DEPARTMENT, followed by a final version incorporating all agreed review points.

The document will include detailed:

- Use Case diagrams and descriptions for all required functions;
- data model and associated data descriptions;
- interface (input/output) descriptions;
- access and security permissions

Deliverables/Milestones

Detailed Requirements Document in both electronic and hard copy.

Acceptance Criteria

Detailed Requirements Document accurately reflects functional and non-functional system requirements.

Detailed Requirements Document is acceptable to the Information Technology Office (DEPARTMENT) given the business requirements and project scope.

Duration

18 days

Labour

Title	Hours	Rate	Total
Meetings	15	\$100.00	\$1,500.00
Documentation	30	\$100.00	\$3,000.00
Proj. Management	10	\$100.00	\$1,000.00
Totals	55	\$100.00	\$5,500.00

4.0 – Design Phase

Description

Design physical implementation of system requirements.

To complete this phase [Vendor Name] will translate the documented functional and non-functional system requirements into a physical design. [Vendor Name] will provide a first draft design specification for review by DEPARTMENT, followed by a final version incorporating all agreed review points.

The document will include detailed physical design specifications for:

- database tables and relationships;
- input/output screens;
- application functions and processing;
- output reports;
- interface to FIMS;
- access and security permissions;
- server configurations.

Deliverables/Milestones

Physical design specification in both electronic and hard copy.

Acceptance Criteria

Physical design specification accurately reflects the functional and non-functional system requirements as documented in the Detailed Requirements Document.

Physical design is acceptable to the Information Technology Office (DEPARTMENT) given project requirements and scope.

Duration

22 days

Labour

<i>Title</i>	<i>Hours</i>	<i>Rate</i>	<i>Total</i>
Design	25	\$100.00	\$2,500.00
Documentation	20	\$100.00	\$2,000.00
Proj. Management	10	\$100.00	\$1,000.00
Totals	55	\$100.00	\$5,500.00

5.0 – Hardware Configuration
5.3 – Test Environment Available

Description

Configure test environment.

This task/deliverable is the responsibility of the Government of Bermuda.

The DEPARTMENT Systems Group will configure a test environment in accordance with the physical design specification provided by task 4.0.

Deliverables/Milestones

Test environment available.

Acceptance Criteria

N/A.

Duration

4 days

Labour – N/A Bda. Govt. Task

<i>Title</i>	<i>Hours</i>	<i>Rate</i>	<i>Total</i>

5.0 – Hardware Configuration
5.6 – Production Environment Available

Description

Configure production environment.

This task/deliverable is the responsibility of the Government of Bermuda.

The DEPARTMENT Systems Group will configure a production environment in accordance with the physical design specification provided by task 4.0.

Deliverables/Milestones

Production environment available.

Acceptance Criteria

N/A.

Duration

4 days

Labour – N/A Bda. Govt. Task

<i>Title</i>	<i>Hours</i>	<i>Rate</i>	<i>Total</i>

6.0 – Development Phase

Description

[Vendor Name] will develop and test the application and associated documentation. [Vendor Name] will deliver an installation package to DEPARTMENT for installation in the test environment. DEPARTMENT will user test the application and documentation, with support from [Vendor Name]. Application issues arising from user testing will be addressed and a final installation package provided.

Deliverables/Milestones

Installation package including:

- functional application;
- user documentation
- deployment guide.

Acceptance Criteria

Application functions in accordance with the physical design specification.
User documentation accurately reflects system functions.
Deployment guide accurately reflects design specification and installation process.

Duration

21 days

Labour

<i>Title</i>	<i>Hours</i>	<i>Rate</i>	<i>Total</i>
Programming	25	\$100.00	\$2,500.00
System Testing	15	\$100.00	\$1,500.00
Documentation	20	\$100.00	\$2,000.00
Installation	1	\$100.00	\$100.00
User Testing	4	\$100.00	\$400.00
Proj. Management	10	\$100.00	\$1,000.00
Totals	75		\$7,500.00

7.0 – Implementation Phase

Description

[Vendor Name] will provide User and Technical training. They will also provide assistance to DEPARTMENT with installation into the production environment and associated production testing.

Deliverables/Milestones

- User training for 5 users on a train-the-trainer basis (2 sessions).
- Technical training for 3 users (1 session).
- Production system available.

Acceptance Criteria

Training provided.
System successfully running in production environment.

Duration

4 days

Labour

<i>Title</i>	<i>Hours</i>	<i>Rate</i>	<i>Total</i>
User Training	5	\$100.00	\$500.00
Technical Training	3	\$100.00	\$300.00
Installation	1	\$100.00	\$100.00
Production Testing	1	\$100.00	\$100.00
Proj. Management	2	\$100.00	\$200.00
Totals	12		\$1,200.00

8.0 – Support
8.3 – Support Agreement Delivered

Description

[Vendor Name] will meet with DEPARTMENT to discuss maintenance and support requirements.

[Vendor Name] will provide a first draft Support Agreement for review by DEPARTMENT, followed by a final version incorporating all agreed review points.

Deliverables/Milestones

Support Agreement.

Acceptance Criteria

Support Agreement is acceptable to DEPARTMENT given level of support required.

Duration

14 days

Labour

<i>Title</i>	<i>Hours</i>	<i>Rate</i>	<i>Total</i>
Meetings	2	\$100.00	\$200.00
Documentation	5	\$100.00	\$500.00
Proj. Management	1	\$100.00	\$100.00
Totals	8		\$800.00

8.0 – Support
8.4 - Implement Support Agreement

Description

[Vendor Name] will commence provision of maintenance and support as per the Support Agreement.

Deliverables/Milestones

Support Agreement commenced.

Acceptance Criteria

N/A.

Duration	Labour – as determined by Support Agreement			
N/A	Title	Hours	Rate	Total

5. Vendor Responsibilities

- 5.1. [Vendor Name] is responsible for the delivery of the:
- Statement of Work;
 - Detailed Requirements Document;
 - Design Specification;
 - Application;
 - User Documentation;
 - Deployment Guide;
 - User Training;
 - Technical Training
- 5.2. [Vendor Name] is responsible only for specifying the hardware configurations required; it is not responsible for the procurement or configuration of that hardware.
- 5.3. [Vendor Name] is responsible for the timely invoicing of the DEPARTMENT upon acceptance of each deliverable.

6. Bermuda Government Responsibilities

- 6.1. The Bermuda Government is responsible for the identification and configuration of all hardware required to support the application in both test and production environments. Hardware configuration requirements will be specified by [Vendor Name] in the Design Specification.
- 6.2. The Bermuda Government is responsible for the installation of the application on the Government servers, in accordance with the Deployment Guide provided by [Vendor Name].
- 6.3. The Bermuda Government is responsible for providing internal liaisons for clarifications and approvals for:
- Business processes and requirements
 - Technical matters
 - Project Management
 - Contractual matters
- 6.4. The Bermuda Government is responsible for the provision of appropriate and adequate office space and communications infrastructure for all on site work by [Vendor Name].
- 6.5. The Bermuda Government is responsible for provision of appropriate training facilities for user and technical training.
- 6.6. The Bermuda Government is responsible for identifying suitable staff for train-the-trainer user training and technical training.
- 6.7. The Bermuda Government is responsible for the timely review and acceptance of all deliverables and timely processing of associated invoices.

6. Assumptions

- 6.1. The DEPARTMENT has appropriate resources available at the times required by the project plan.

7. Approvals

IN WITNESS WHEREOF, the DEPARTMENT and the Developer have agreed this Statement of Work on the 6th December 2004.

Signed by:

Name

Director, Department

On behalf of the Government of Bermuda

In the presence of

Witness' Name:

Witness' Address:

Signature:

Signed by:

Name

President,

[Vendor Name] Computing Corporation

In the presence of

Witness' Name:

Witness' Address:

Signature:

Sample Statement of Work for DEPARTMENT Time Recording & Management System (TRAMS)
 Prepared by: Vendor Computing Corporation

Appendix A – Project Gantt Chart

